

Department of Auditor-Controller

Children's Group Home Ombudsman Activity Report

November 2012

Total Calls	9	General Statistics	
		Youth Callers	Time of Youth Calls
Calls returned within one business day	9	Female 6	AM 6
Calls resolved within 30 business days	9	Male 2	PM 2
Follow-up calls	26		
		Total Youth Callers 8	
		Total Adult Callers 1	

CALLS RELATING TO:

Collaboration Contacts/Referrals/Information

Probation	1
Community Care Licensing	1
Media	1
Placement -Education-related	2
TOTAL:	5

Personal Rights

Allowance &	Health/Med, Dental, Psych Care
Clothing/Personal Property	Respect
Contact	1 School/Community/Religious Svcs (Aviva)
Food	1 Social/Family Contact (Project Six)
Living Conditions	Work/Job Skills
TOTAL:	2

Personal

Crime-related	Physical Abuse/Harm
Discipline	Fear, Threats, Intimidation
Discrimination/Isolation	Relationship
Emotional Issues	Sexual Abuse
1 Pregnancy/Infant Care (Crittenton)	Substance Abuse
TOTAL:	1

Other

1 CSW Concerns (Penny Lane)
TOTAL:
1

Visits/Outreach

Teen's Happy Home

TOTAL: **1**

Department of Auditor-Controller

Children's Group Home Ombudsman Activity Report

October 2012

Total Calls	<u>12</u>	General Statistics	
		Youth Callers	Time of Youth Calls
Calls returned within one business day	<u>12</u>	Female <u>3</u>	AM <u>2</u>
Calls resolved within 30 business days	<u>12</u>	Male <u>4</u>	PM <u>5</u>
Follow-up calls	<u>17</u>		
		Total Youth Callers	<u>7</u>
		Total Adult Callers	<u>5</u>

CALLS RELATING TO:

Collaboration Contacts/Referrals/Information

Probation	<u>2</u>
Medicare	<u>1</u>
CDSS	<u>1</u>
Group Home	<u>2</u>
San Joaquin County	<u>1</u>
TOTAL:	<u><u>7</u></u>

Personal Rights

<u>1</u> Allowance and Phone Privacy (<i>Rosemary</i>)	<u>1</u> Health/Med, Dental, Psych Care (<i>Penny Lane</i>)
<u> </u> Clothing/Personal Property	<u>2</u> Respect (<i>Fred Jefferson, Ettie Lee</i>)
<u> </u> Contact	<u> </u> School/Community
<u> </u> Food	<u> </u> Social/Family Contact
<u>1</u> Living Conditions (<i>Penny Lane</i>)	<u> </u> Work/Job Skills
TOTAL:	<u><u>5</u></u>

Personal

<u> </u> Crime-related	<u> </u> Physical Abuse/Harm
<u> </u> Discipline	<u> </u> Fear, Threats, Intimidation
<u> </u> Discrimination/Isolation	<u> </u> Relationship
<u> </u> Emotional Issues	<u> </u> Sexual Abuse
<u> </u> Pregnancy	<u> </u> Substance Abuse

Visits/Outreach

Orange County Children's Foundation - Harbor City Site
 Hillslides
 Fred Jefferson Memorial
 LA Youth Network
 Moore's Cottage

TOTAL: 5

**SYBIL BRAND COMMISSION MEETING
December 19, 2012
Reporting for the month of November 2012**

AWOLs: There were **79** AWOLs involving **76** youth: **3** youth AWOL'd **2x**

45 remain AWOL	
10 returned to GH	1 S/P (Relative or Home)
18 are in JH	2 CCP (Camp)

Outstanding AWOL's from previous months detained in November 2012:

13 youth were arrested/detained on an outstanding Bench Warrant:

9 remain detained in JH
2 GH
2 CAMP

Statistics and Findings regarding AWOLs in November-

- 1) 39% of the AWOL incidents were Hispanic males over the age of 16.5 years. The overall average age of youth who AWOLed in November was 16.7 years. Additional stats:

21%- Black males with an average age of 16.6 years.
14%- Black females with an average age of 16.4 years.
13%- Hispanic females with an average age of 16.3 years.
9%- White males with an average age of 17.1 years.
3%- White females with an average age of 16.6 years.
1%- Japanese female with an average age of 17.4 years.

Recommendation:

- For the past 4 months the average age and majority race of AWOLed youth remained about the same. Therefore, for all four months, Hispanic males above the age of 16 were around 40% to 50% of AWOL incidents. DPOs, Therapists, or other GH and County staff, should interview at-risk youth (mainly Hispanic males around the age of 16) to find out about certain feelings related to age, gender, or cultural stresses and consider possible solutions to decrease these feelings/stresses.
 - Inform DPOs and GH staff to be aware of the demographics that are at most risk of AWOLing. Research and identify possible methods or daily practices of assisting youth to come to a less stressful state of mind.
- 2) Continuing trend (as previous months): A correlation was detected between the time the Youth AWOLs and the time it takes for the GH to report the incident and whether or not the youth remains AWOLed or is detained). To illustrate:

Correlation between these factors (dashes represent passing time, whereas, more dashes represent a longer period of time):

**Time Awoled-----Time Reported-----Youth is detained
either in a GH or JH.**

Time Awoled-----Time Reported-----
Youth is still AWOL-----

Based on statistical findings, *the sooner the GH reports the AWOL, the more likely it is that the Youth is detained within the end of the month.* For efficiency, we can call the passing period between the AWOL incident and the notification to authorities of the incident the **"Idle Phase."** **Idle Phase or IP can be defined as duration of time passed between any two actions.** Certain actions are dependent on each other for progress or success. In this case, the two actions are the youth AWOLing and the reporting of the AWOL by the GH. Specifically, in November, the youth who were detained the same month they AWOLed, had an average Idle Phase (IP) of 1.14 days. However, the youth that are still AWOL had an IP of 1.62 days. In other words, when the GH took 1.62 days instead of 1.14 days to report the AWOL, those youth were less likely to be detained. This correlation has appeared for the past four months.

Recommendation:

- Continue monitoring monthly trends to verify a continuing trend.
 - Reiterate to GH staff and to legal guardians of youth the importance of reporting an AWOL as soon as the incident occurs. Specifically, all AWOLs should be reported within 24 hours in order to expedite the issuance of a bench warrant and the recovery of the youth. Statistics should be shared with GH staff to illustrate the real results of delayed reporting.
- 3) Certain GHs showed a higher percentage of youth AWOLs than other GHs. This was determined by taking the number of AWOLs for that month and comparing it to the number of beds available in the GH. For November, GHs that had a 30% or higher AWOL rate were Delilu, Dimondale, Future Stars, and House of Bethesda. However, since this is not a static number, there is no way to determine if a high percentage of AWOLs represent issues with any particular group home.

Recommendation:

- Continue to track the frequency of AWOLs for each GH and see if a consistent pattern remains amongst the same group homes.
 - Several confounding factors have that be controlled to identify a direct correlation between GH treatment of youth and AWOLs. For example, a high AWOL rate for a GH could only mean that that particular GH gets more high risk youth.
 - Investigate GHs that have an unusual high number of AWOLs compared to other GHs to see possible reasons.
 - Interview youth during investigation.
 - Create a plan of action based on results (directives for GH, staff training, etc).
 - Monitor GH to see if trend has stopped after implementation of programs or directives.
- 4) Similar to the previous months, there was a noteworthy trend or correlation found related to IP between bench warrant requests and bench warrant issued and effect on youth detainment (**IP- duration of time passed between two actions;** see item #2 for explanation): In November all detainments had an IP of 5 or less

(5 or less days had passed between BWR and BWI) if the bench warrant took longer than 5 days to issue, no youth were detained for November. A similar pattern was detected for the previous three months.

Recommendation:

- Work with agencies/courts involved in processing bench warrant requests to speed up the issuance of a bench warrant after a request has been made to increase the chances of recovering the youth.
- 5) In all 4 months, there were no significant findings or relationship found between AWOLing and date of first contact with the currently assigned DPO.

Recommendation:

- For next month, we will begin to track contact with *any* DPO and its relation to AWOLing.
- 6) Information and findings were also gathered regarding suitable placement dates and AWOL dates. Here is the data for November:

November:

25% AWOLed within 7 days of SP
29% AWOLed between 8 to 30 days of SP
46% AWOLed after a month of SP

- 7) **Final Remarks on AWOLs:** There was a 20% decrease in AWOLs in November compared to October and a 25% decrease in AWOLs compared to November of last year (2011). In November certain trends relating to race, age, and sex continued to the previous four months' findings. In addition, correlations related to IP periods continued to occur in the same pattern as previous months. DPO and number of AWOLs per DPO were also tracked, but not included in this report. There are other trends that could be revealed, such as correlation between Gang affiliation and AWOLing or incidents.

iTrack (SIRs)-

There were no child deaths or suicide attempts reported for the month of November in iTrack. The largest category for SIRs continued to be "other", providing no description of the type of incident the youth was involved in.

Recommendation:

- Instruct all iTrack users to NOT select the category "other," unless incident undeniably does not belong under any specific category. Another option is to remove the category "other," and instead add additional specific categories (once it is determined why users are selecting "other"). Probation is currently discussing improvement ideas regarding iTrack with ISD software managers.

GROUP HOME MONITORING AND INVESTIGATIONS:

Current:

Ettie Lee- Diamond L Ranch and Robertson Memorial remain on an **investigative hold**, a meeting was held on November 29, 2012.

Child Abuse, we had 4 referrals, which were all **Unfounded** for General Neglect.

Relative Caregiver- **Unfounded** allegation for General Neglect. Reporting party alleged that the caregiver (youth's Aunt) gave him a psychotropic medication to sleep. Youth admitted that he got it from a friend.

CAOF-Legg- **Unfounded** allegation for General Neglect. Reporting party alleged that the Group Home was filthy with dishes in the kitchen and living room and cockroaches. No evidence found to support allegations. Unannounced inspection was conducted.

Ettie Lee-Robertson Memorial- **Unfounded** for General Neglect. Reporting party alleged that the youth did not give him his meds and that they gave him an option to run from the van during a termination transport to juvenile hall. No evidence found to support allegations.

Caregiver (soda pad bed)- **Unfounded** for General Neglect. Youth alleged that her caregiver would not give her psychotropic medications to her. Investigation revealed that the youth was not sent with any medication orders and went AWOL after four days.

Group Home Investigations:

We had 8 Group Home investigations during the month of November, 3 were **Unfounded**, and 3 were **Substantiated**, 1 was **Inconclusive** and 1 is **Pending**.

Vista Del Mar- Allegation finding **Unfounded**. LA Cty Public Defender alleged that the youth may have been mistreated by a staff at the GH by engaging in a physical altercation and using threatening language.

CAOF Saticoy- Allegation **Unfounded**. Youth is being bullied/intimated by another youth at the GH. Result, GH did not fail to protect the youth and the other youth was terminated from the program and detained at JH.

Ettie Lee, Robertson- Allegation was **Unfounded**. Five youth were cited for not wearing seatbelts. Youths all stated they had their seatbelts on and took them off, driver noticed and asked them to put back on and was attempting to pull over on the freeway when a CHP Officer pulled them over.

Crittenton OC- Allegation is **Pending**. DPO reported concern that youth are leaving the campus during late night hours and then returning after smoking and drinking. DPO is concerned for new youth placed and coming into the chaos.

Leroy Haynes - Allegation was **Inconclusive**. Two youth were involved in a physical altercation which resulted in one youth sustaining a broken bone. Supervision issue was inconclusive.

Ettie Lee, Robertson- Allegation was **Substantiated**. Staff failed to give the youth's mother his medications before leaving for a weekend home pass.

CAOF, Saticoy- Allegation was **Substantiated**. Youth was able to break into the staff office and steal snacks, sodas, clothing and another youth's purse. Items were confiscated and the GH has completed corrective action by installing a deadbolt lock on the door.

Rancho San Antonio- Allegation was **Substantiated**. RSA staff identified himself fraudulently to hospital staff when signing a surgery consent form for a youth. Staff was retrained and suspended without pay.

Monitoring:

We have **13** posted, **4** in various stages of approval, **6** are about to be posted. Training has been completed for the 2012-2013, fiscal year, and monitoring assignments have begun.

Permanency-

We are in various stages of preparation for **3 potential adoptions** and **5 potential legal guardianships**. **One adoption should be finalized by May of 2013!**

In November 2012, we completed no Adoptions or Legal Guardianships.



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NOTICE

Los Angeles County, CA

Calling Rates:

Effective November 1, 2011

Local Calls: (Includes Collect and Prepaid Calls)

Station-to-Station: **\$1.25 surcharge plus \$0.15 per minute**

IntraLata Local Toll Calls: (Includes Collect and Prepaid Calls)

Station-to-Station: **\$1.25 surcharge plus \$0.15 per minute**

InterLata: Long Distance Within The State: (Collect and Prepaid Calls)

Station-to-Station: **\$1.25 surcharge plus \$0.15 per minute**

InterState: State-To-State Long Distance: (Calls outside CA - Collect & Prepaid)

Station-to-Station: **\$1.25 surcharge plus \$0.15 per minute**

Domestic Debit Calling : Local, IntraLata, InterLATA (long distance within the state), and Interstate

Station-to-Station: **\$1.25 surcharge plus \$0.15 per minute**

For international debit rates see LA County Debit Rate Sheet
http://www.gtl.net/documents/LACounty/GTL_IntAdvPay_English_LA%20County-p2.pdf

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